



YETU SACCO CUSTOMER SERVICE CHARTER

OUR COMMITMENT

This Customer Service Charter is our formal commitment and promise to provide you with services that meet your expectations. We are committed to meet and even exceed these expectations.

OUR OBLIGATIONS

We shall endeavor to provide you with high quality service by:-

- Communicating effectively.
- Acting on any feedback relayed and prompt response
- Providing accurate, complete and up-to-date information.
- Having competent staff who knowledgeable about our products and services.
- Being courteous and courteous.

MEMBER RESPONSIBILITIES

- ✓ Providing accurate and complete information
- ✓ Providing your membership details ready when contacting us
- ✓ Treating our staff with courtesy and respect
- ✓ Sharing with us your feedback

OUR PROMISE TO OUR MEMBERS

When you call us on the telephone us we will:-

- Answer your call within the 3rd ring and be ready and willing to serve
- Let you know who you are speaking to
- Remain polite, courteous and friendly

When you e-mail or write a letter to us we will:-

- Provide an initial email response within 24 hours and respond to letters within 3 working days
- Let you know who is dealing with your enquiry
- Remain polite and be courteous

When you contact us via social media(Facebook, Twitter & WhappApp) we will:-

- Provide an initial response within 24 hours and follow up on agreed action
- Remain polite and be courteous

When you order an ATM card or a Cheque Book from us, we will:-

- Have the ATM cards at the branch ready for collection within 7 working days.
- Have the Cheque Book at the branch ready for collection within 7 working days.

When you need information from us, we will:-

- Ensure we provide you with accurate, complete and up-to-date information
- Ensure that our website and web portal are accessible

When you have a complaint about our service, we will:-

Provide an acknowledgment and initial response within 24 hours

- ✓ Resolve the complaint within a maximum of 5 working days

OUR PROMISE TO OUR MEMBERS

We shall provide the following services within 20 minutes

- ✓ Over the counter withdrawals
- ✓ Cash and cheque deposits
- ✓ ATM cards and cheque book collection
- ✓ General enquiries
- ✓ ATM card blocking

We shall provide the following services within an hour

- ✓ ATM PIN re-setting
- ✓ Dormant account activation
- ✓ Internal Funds Transfer
- ✓ Request for personal information change

<p>We shall provide the following services within the same day</p> <ul style="list-style-type: none"> ✓ New Account opening ✓ M-Sacco registration ✓ Standing order instruction processing ✓ Monthly payout processing ✓ Salary processing ✓ RTGS remittance ✓ EFT remittance 	<p>Credit Facilities</p> <p><u>Agri-Business(Tea, Dairy, Coffee, Banana etc) Personal Loans</u></p> <p>Short term loans - Same day service</p> <p>Long Term Loans – Same day service</p> <p><u>Asset/Business(Collateral Secured Loans</u></p> <p>Upon perfection of the security</p> <p><u>Microfinance(Group) Loans</u></p> <p>Same day Service</p>
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REVIEW OF THE CHARTER

In acknowledgment of our members’ changing needs and expectations, this charter is subject to regular reviews as and when deemed necessary.

COMPLAINTS ESCALATION

If you are not satisfied with the with the outcome of your complaint or how it was handled, you may refer the matter to either of the following:-

1. Operations Manager
Yetu SACCO Ltd
P.o.Box. 511-60202
Nkubu-Meru
Tel. 064 5031999 or 0724 114 444
Email. info@yetusacco.co.ke

2. Chief Executive Officer
Yetu SACCO Ltd
P.o.Box. 511-60202
Nkubu-Meru
Tel. 064 5031999 or 0724 114 444
Email. info@yetusacco.co.ke

TO CONTACT US

Our major service delivery centers are listed below:-

Centre	Telephone	Email
HQ-Nkubu, Customer Care Centre	064-5031399 / 0724-114 444	info@yetusacco.co.ke
Nairobi Branch	020-2181909	info@yetusacco.co.ke
Meru Branch	020-2001119	info@yetusacco.co.ke
Kionyo Branch	020-8006078	info@yetusacco.co.ke
Kinoro Branch	020-2064738	info@yetusacco.co.ke

We are open Monday - Friday 8.30 am to 4.00 pm

Saturday - 8.30 am to Noon